

# WE ROCK – YOU ROLL: Surgical Staging Unit Propels On-Time First Case Start Initiative

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# WE ROCK – YOU ROLL:

## Surgical Staging Unit Propels On-Time First Case Start Initiative

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### Background:

A significant decline in operating room (OR) on-time first case start times to less than 45% prompted staff on the Surgical Staging Unit (SSU) at a Magnet hospital to re-evaluate current workflow and implement process improvement measures. It became clear this would require a multidisciplinary effort among all perioperative areas—SSU, OR, and Postanesthesia Care Unit (PACU)—to develop standard work.



### Multidisciplinary Team Members:

- Perioperative Leadership from all areas
- Anesthesia
- Surgeons
- Front-line staff from:
  - OR, SSU, PACU
- Meet bi-weekly to:
  - Examine existing data and workflows
  - Develop new strategies to improve workflows—Standard Work
  - Detail implementation plan

### Standard Work:

Primary Stakeholders in SSU—RN, unlicensed assistive staff, and receptionists—follow standard work for all patients:

- Meet and greet the patient and family (maintain family presence on unit)
- Orient to room on SSU
- Initiate OR Prep—vital signs, IV, weight, etc.
- Verify medical information with 1:1 interview
- Determine course of action (OR, Holding Room, etc.)
- Finish OR Prep—clippings, toileting, etc.
- Notify physician via electronic system
- Handoff to OR staff member utilizing standard SBAR report
- Discharge patient to OR

### Standard Work:

**Week 1:** Piloted with 2 OR teams

**Week 2:** Added 2 more OR teams

**Week 3:** Added 2 OR surgical teams

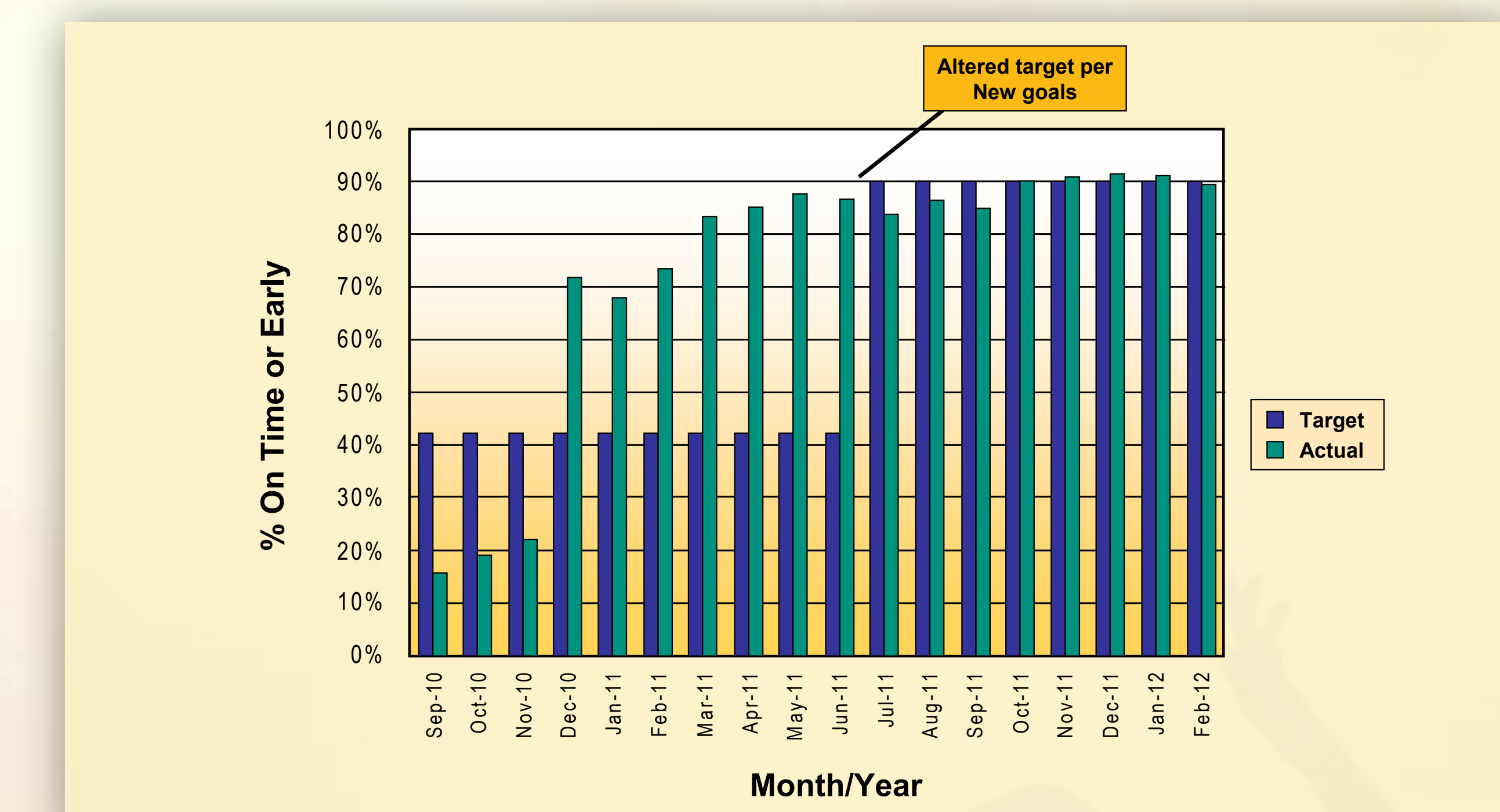
**Week 4:** 'Go Live' with all 22 ORs

**Daily:**

- Debriefing with OR teams and PACU staff
- Identify successes and opportunities for improvement
- Implement changes based on feed-back
- Re-evaluate

### Results:

- Achieved 500% improvement from Week 1 to Week 4 of implementation
- Daily average on-time first case start times for FY12 is 87%



- Sustained results for 14 months

### Overall Process Improvements:

- SBAR handoff communication with OR staff
- Time-Out process with physicians
- Efficiency
- Communication
- Staff and patients report increased satisfaction with standard work and process flow

